

CHAPTER 106

RENTAL CAR SERVICES

A. GENERAL

This chapter provides instructions and guidance for the selection of rental cars by individual travelers, TOS, or Commercial Travel Offices when authorized in travel orders. Many rental car companies have agreements with MTMC that provide special rates. A list of approved vendors and updates will be distributed by MTMC to each TO responsible for obtaining travel services. Rental agreements and updates will be distributed by MTMC/MTOP-Q and should be filed in Appendix Q. These provisions do not apply when motor vehicles are leased or rented by an activity to fill or augment established allowances for administrative use vehicles.

B. POLICY

1. Travel Orders. A statement authorizing the rental of commercial vehicles will be contained in travel orders to expedite processing at rental locations.

2. Selecting Rental Vehicles. When selecting commercially rented vehicles TOS, CTOs, and travelers will select the lowest cost rental service that meets the member's official requirements. It is mandatory to obtain rental vehicles through the CTO, when available. Generally, this will be commercial rental vehicles available under MTMC-negotiated agreements. Accordingly, rental companies having a negotiated agreement with MTMC should be considered, unless another car rental company can provide better service at a lower cost which meets the traveler's requirements.

3. Justification. Travelers disregarding rental car arrangements made by a TO or CTO may be required to provide justification for additional rental car cost before reimbursement is allowed.

C. ARRANGING FOR RENTAL

1. Government Rates. Many rental car companies have agreements with MTMC that provide special rates for government travelers.

a. Individuals may obtain these rates by presenting travel orders, major credit card, or government-issued credit cards.

b. Names of companies participating in the rental car program, current maximum rates offered, and terms and conditions of the U.S. Government Rental Car Agreement, are published in the Official Airline Guide (OAG) Official Traveler, Travel Guide, Government and Military Edition.

2. Credit Cards.

a. Payment for car rental services will be made with travel advance funds, an individual's personal credit card, individually issued government charge card, or personal funds. GTRs will not be used to pay for rental cars.

b. "Authorized Representative" credit cards issued by rental car companies to government agencies will not be used to procure services in connection with DoD-sponsored travel.

D. INSURANCE

1. Coverage. Liability coverage, as well as full comprehensive and collision coverage, will be in accordance with negotiated agreements. Neither the government nor the employee is liable for loss or damage to the vehicle unless the loss or damage is caused by the willful and reckless negligence of the employee, and is an exception named in the U.S. Government Rental Car Agreement. (See Appendix Q.)

2. Claims.

a. Traveler will report any accident or incident to the appropriate DoD Component in accordance with their procedures.

b. When loss or damage is due to willful or reckless misconduct, the rental car company will submit its bills directly to the employee's agency, and not to the employee.

c. The rental car company may handle a claim directly with the government employee if the agency denies liability on the basis that at the time of the loss, the employee was not operating within the scope of employment.

3. Reimbursement. Reimbursement for personal funds paid for damage sustained by a rented automobile while being used on other than official business is not authorized. Purchase of optional full coverage collision damage waiver is not reimbursable to the traveler, except under conditions specified in JTR, Volume II, C3420, C.2.a , and JFTR U2102 D.1.

E. OPERATOR PERMIT

Travelers authorized to rent automobiles are required to possess a valid state or District of Columbia automobile driver's permit or license. **An international drivers license, in conjunction with an expired U.S. state-issued drivers license, may be considered an allowable operators permit.**

F. COMPLAINTS

Complaints in connection with vehicles rented under MTMC-negotiated agreements should first be addressed by the traveler at the rental car location. If the traveler does not receive a satisfactory response, report incident to local TO. The TO should forward written complaint to vendor's government representative. The TO should also furnish MTMC/MTOP-QE a copy of the complaint. If the TO does not receive a satisfactory response, the package should be forwarded to MTMC/MTOP-QE for final resolution, in accordance with regulations of the military Services.